

FIGURE 1

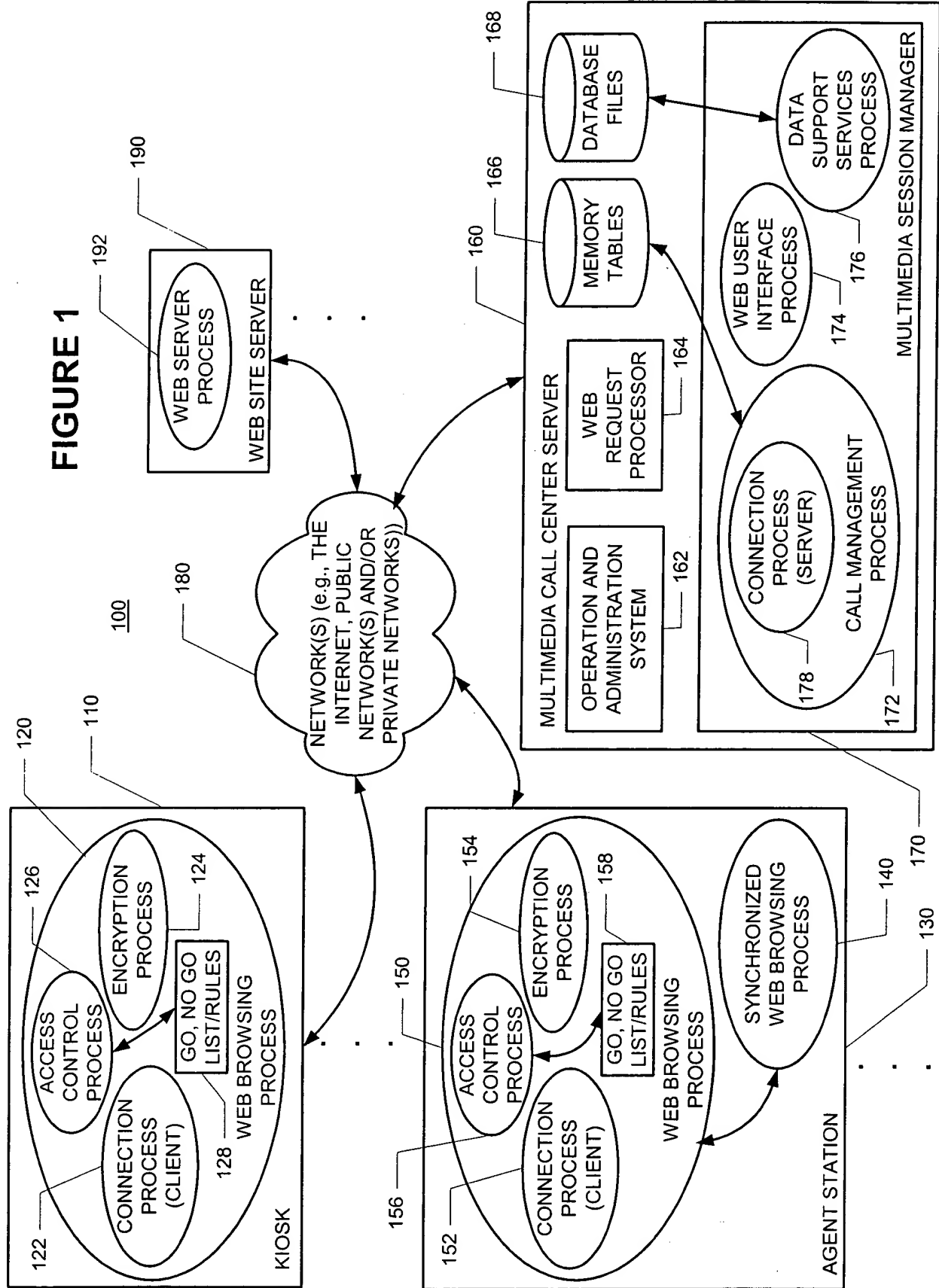


FIG. 2 is a block diagram of a computer system architecture. The system includes a central processing unit (CPU) connected to a system bus or network. The CPU is connected to input devices, output devices, and storage devices. The input devices are connected to an input/output interface, which is connected to the system bus or network. The output devices are also connected to the input/output interface. The storage devices are connected to the system bus or network.

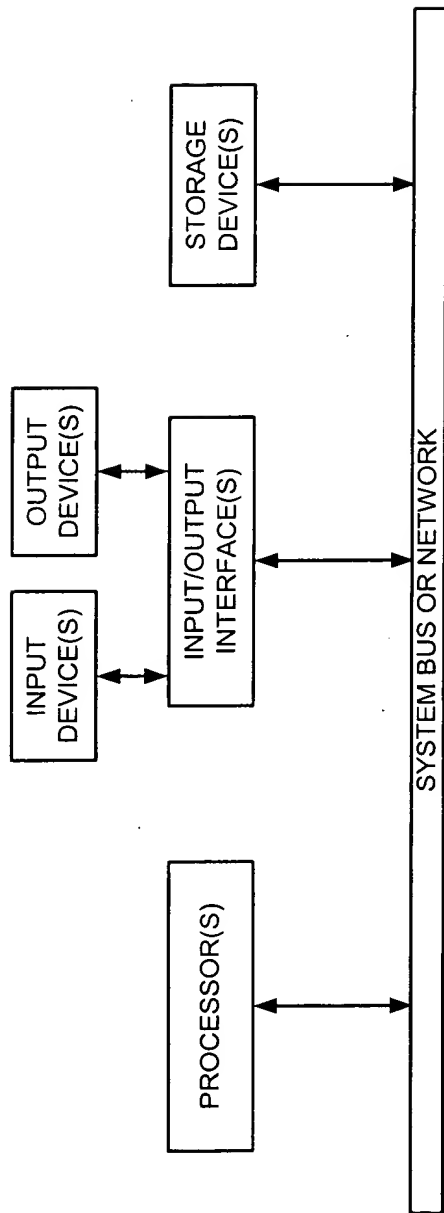


FIGURE 2

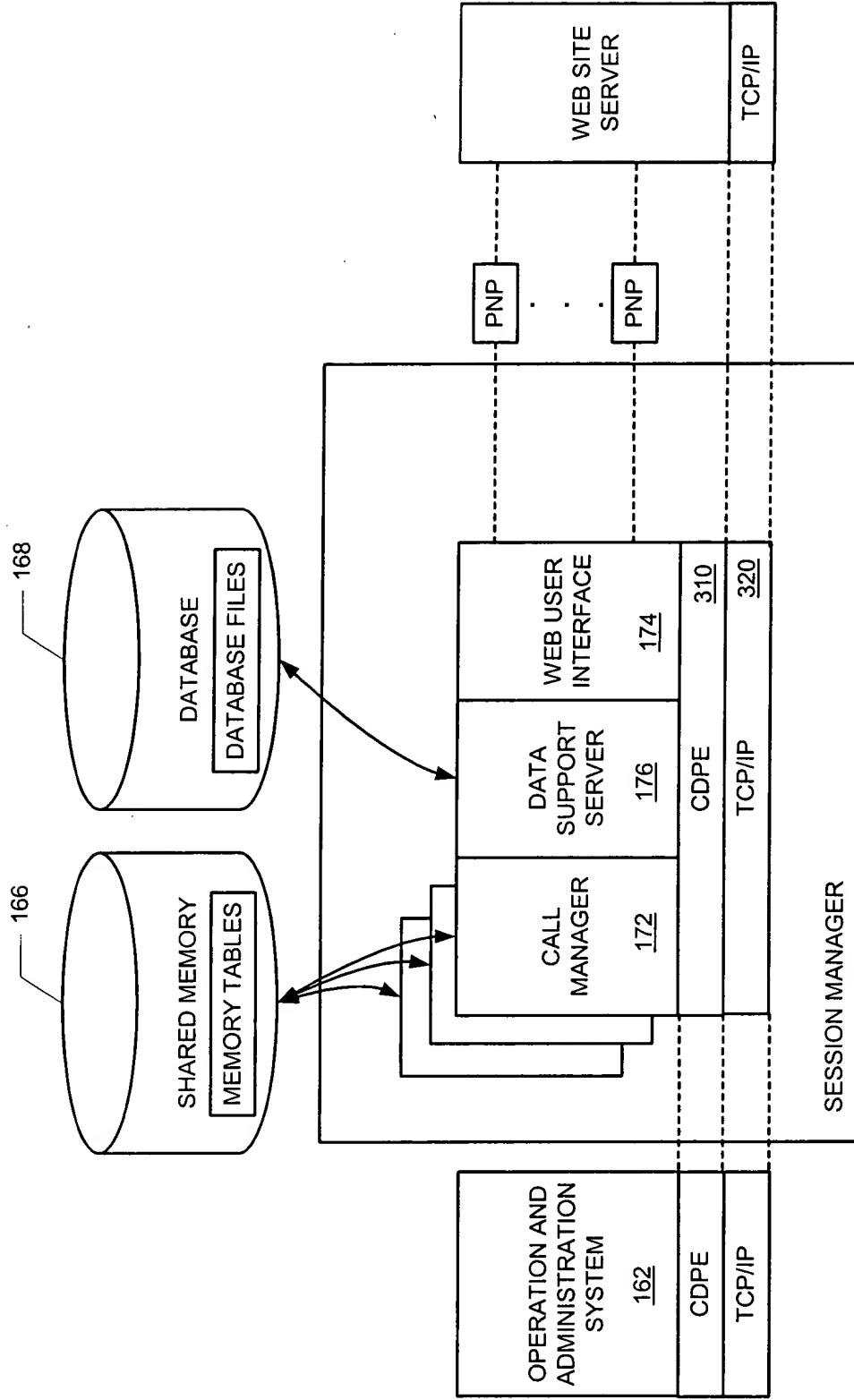


FIGURE 3

	<u>410</u>	<u>420</u>	<u>430</u>
	Field Name	Size (in bytes)	Description
<u>440</u>	Login	8	Unique Login Name
<u>450</u>	Password	8	Password for this login
<u>460</u>	Port_Id	16	Unique system assigned Identifier.
<u>470</u>	Dir_Listing	48	Name for this user as it appears in a Directory
	Profile_Flag	4	Profile Flag for stations
	Category_Flag	8	Category Flag (capabilities / authorization)
	Pug_Member	8	Private User Group Flag
	Primary_Skill_Flag	8	Flag Identifying the agents Primary Skill
	Secondary_Skill_Flag	8	Flag Identifying the agents Secondary Skill
	Default_Skill_Flag	8	Flag Identifying the agents Default Skill
	configNum	4	Configuration File Number (PUG)
	BitmapName	16	Bitmap Name

FIGURE 4

	<u>510</u>	<u>520</u>	<u>530</u>
	Field Name	Size (in bytes)	Description
	Skill_Name	48	Name of this skill (unique)
<u>540</u>	Primary_Timeout	8	Primary Timeout in seconds (from hh.mm.ss)
	Pri_VC Protocol	4	
<u>545</u>	Pri_VC Address	48	
<u>550</u>	Secondary_Timeout	8	Secondary Timeout in seconds (from hh.mm.ss)
	Sec_VC Protocol	4	
<u>555</u>	Sec_VC Address	48	
<u>560</u>	Default_Timeout	8	Default Timeout in seconds (from hh.mm.ss)
	Def_VC Protocol	4	
<u>565</u>	Def_VC Address	48	

FIGURE 5

Field Name	Size (in bytes)	Description
Category_Name	48	Name for Category (unique)

FIGURE 6

Field Name	Size (in bytes)	Description
Pug_Name	48	Private_User_Group Name (unique)

FIGURE 7

	<u>810</u>	<u>820</u>	<u>830</u>	<u>800</u>	<u>840</u>
	⚡	⚡	⚡		⚡
	Field Name	Type	Size (in bytes)	Description	
<u>852</u>	Login	Char	8	The login name for this station	
<u>854</u>	Password	Char	8	Associated Password field	
	Port_Id	Char	16	Stations Port_Id (unique)	
<u>856</u>	Dir_listing	Char	48	The Directory Listing Field for the station	
	ProfileFlag	Long	4	Profile Flag	
	CategoryFlag	Long	4	CategoryFlag (Capabilities/authorization Flag)	
	PugFlag	Long	4	Privatue User Group Flag(PUG)	
	PriSkillFlag	Long	4	Primary Skill Flag (agent/ service only)	
	SecSkillFlag	Long	4	Secondary Skill Flag (agent / service only)	
	DefSkillFlag	Long	4	Default Skill Flag (agent / service only)	
	Status	Int	4	Station Status Field	
	Timeout_Ticks	Long	4	Time from last station request	
<u>862</u>	VC_Protocol	Long	4	Video Conferencing Type Identifier	
<u>864</u>	VC_Address	Char	48	Video Conferencing Address	
<u>866</u>	Alt_Protocol	Long	4	Alternate Video Conferencing Type Identifier	
<u>868</u>	Alt_Address	Char	48	Alternate Video Conferencing Address	
<u>870</u>	IPAddress	Char	48	IP Address of a station	
	PortNum	Long	4	Port Number of a station	
<u>882</u>	EncryptionType	Long	4	Encryption Type Employed	
<u>884</u>	EncryptionKey	Char	48	Enryption Key	
	ConfigNum	Long	4	Default Configuration Number (PUG)	
	BitmapName	Char	16	Default Bitmap Name	

FIGURE 8

900

Field Name	Type	Size (in bytes)	Description
StartTime	Time_t	4	Start time of the call
Party[0]	Int	4	Call Owner
Party[1]	Int	4	Party 1
Party[2]	Int	4	Party 2
Party[3]	Int	4	Party 3

FIGURE 9

1000

Field Name	Type	Size (in bytes)	Description
SkillName	Char	48	The name of the skill
skillFlag	Long	4	Skill Flag
PrimaryTimeOut	Long	4	Primary Timeout in sec
SecondaryTimeOut	Long	4	Secondary Timeout in sec
DefaultTimeOut	Long	4	Default Timeout in sec

FIGURE 10

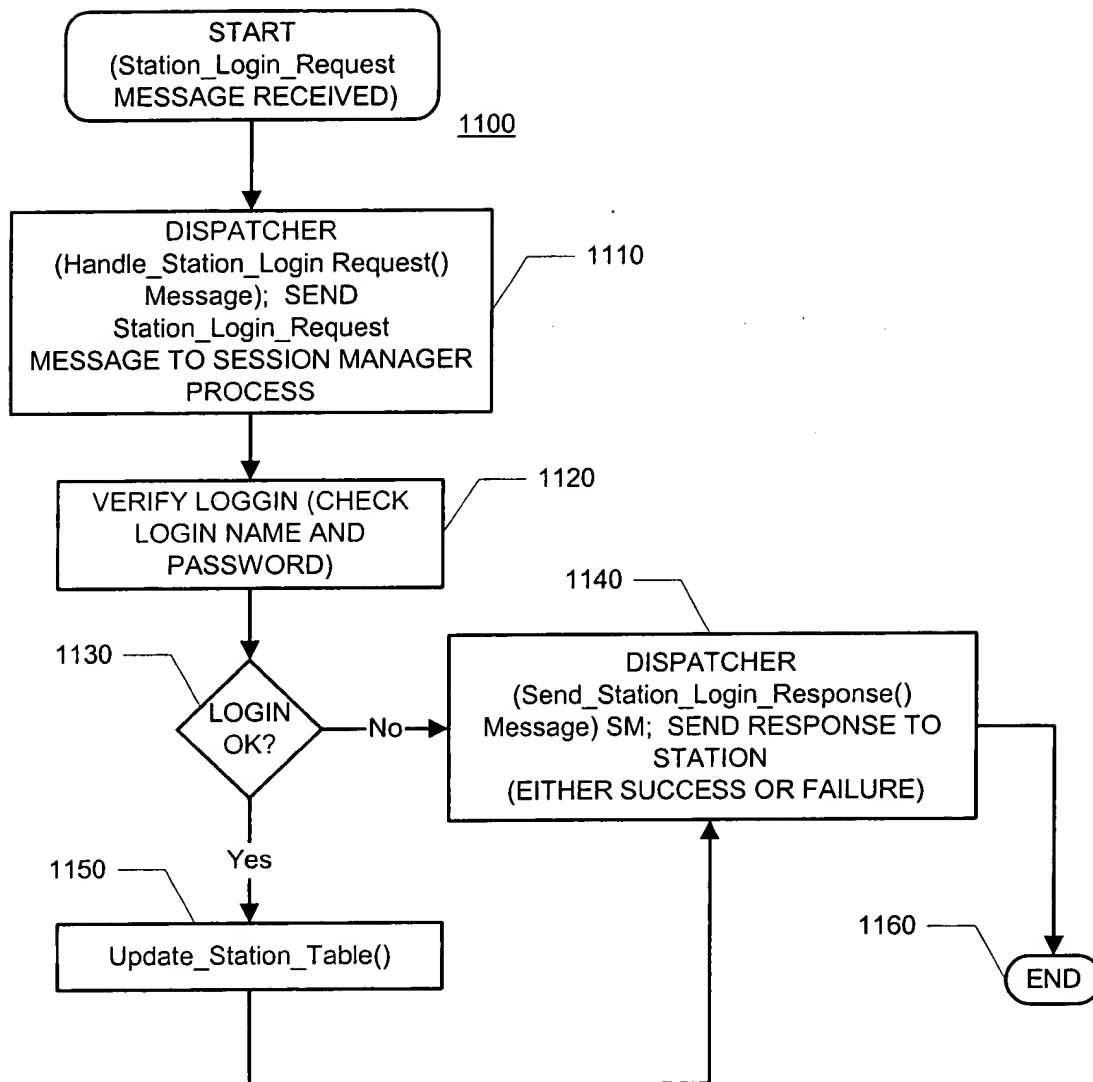


FIGURE 11

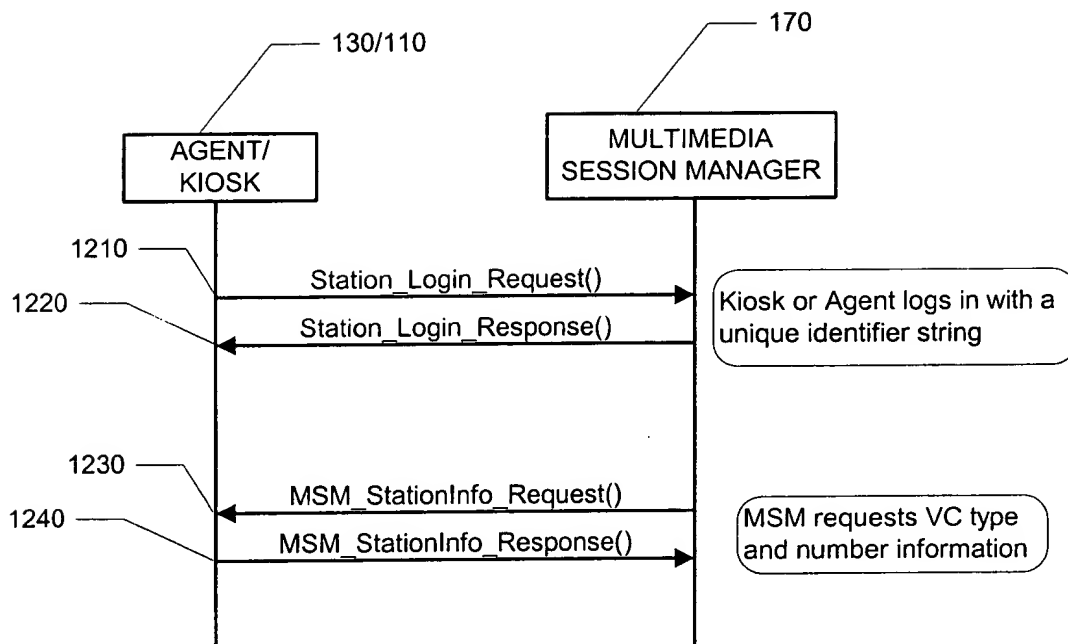


FIGURE 12

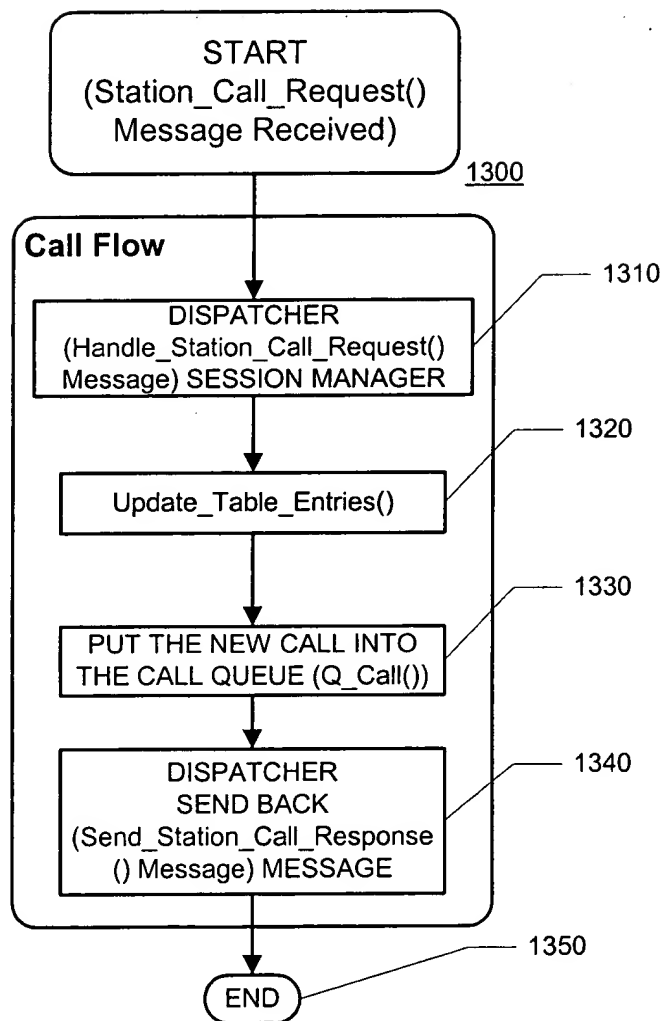
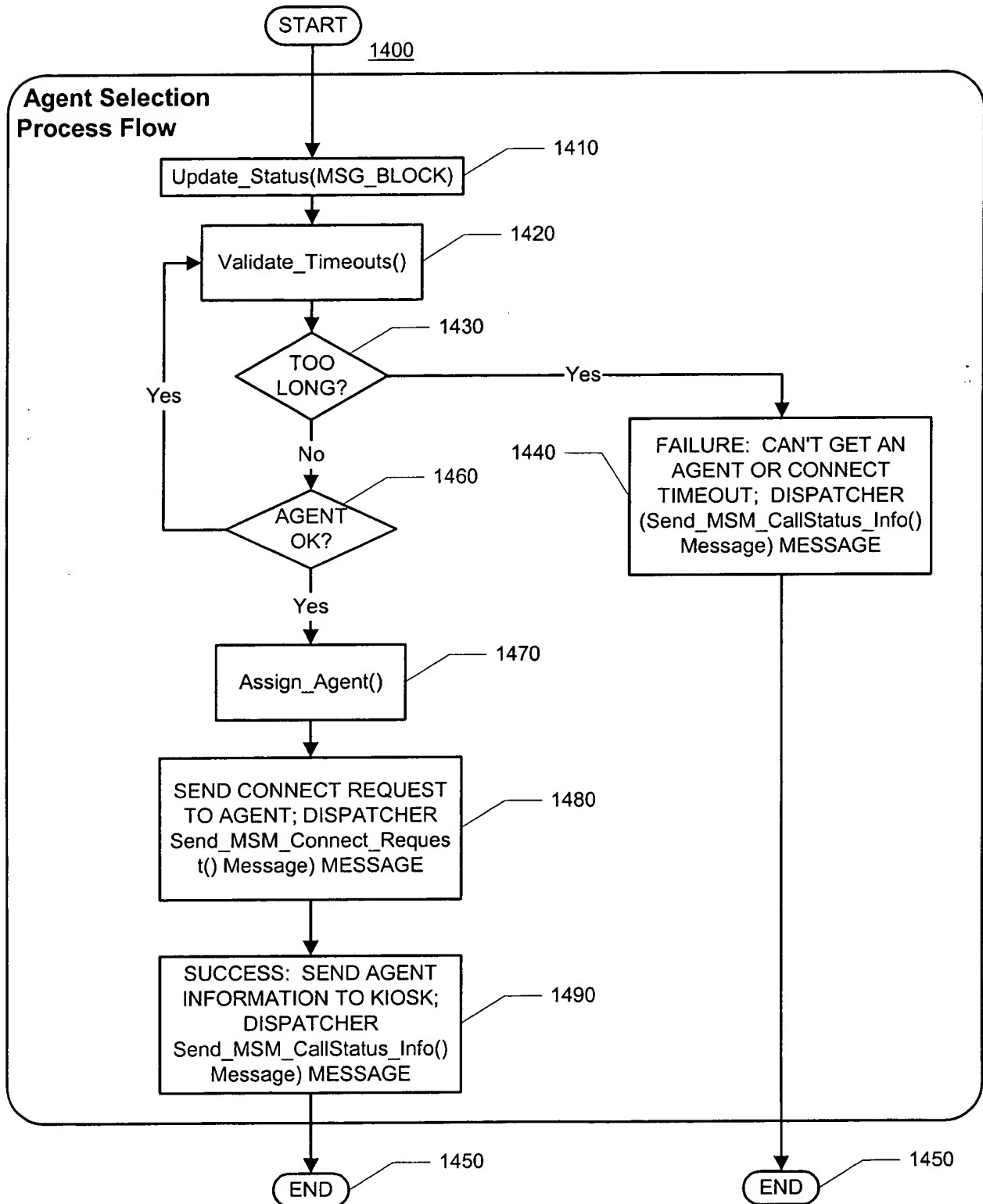


FIGURE 13

FIGURE 14



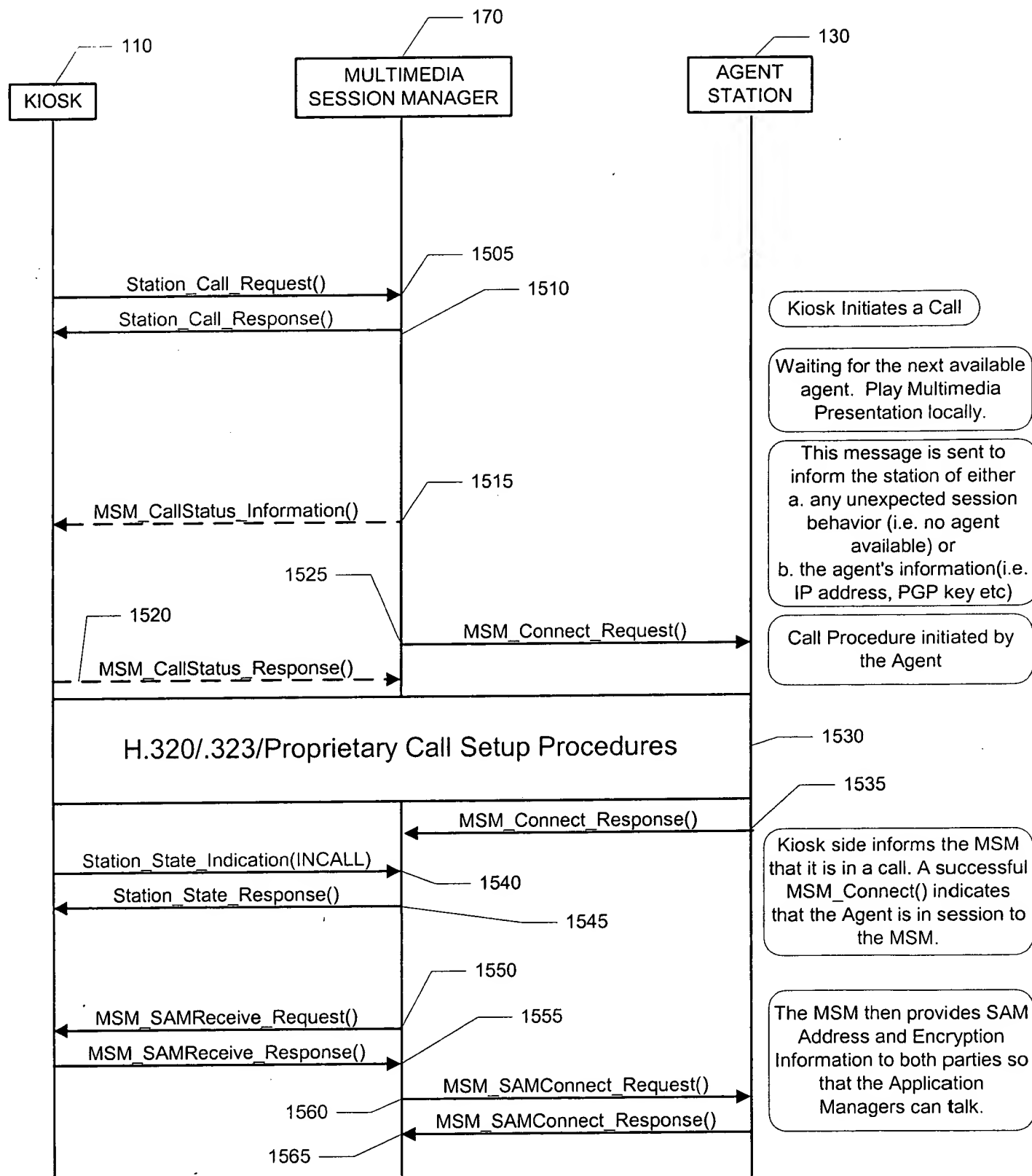
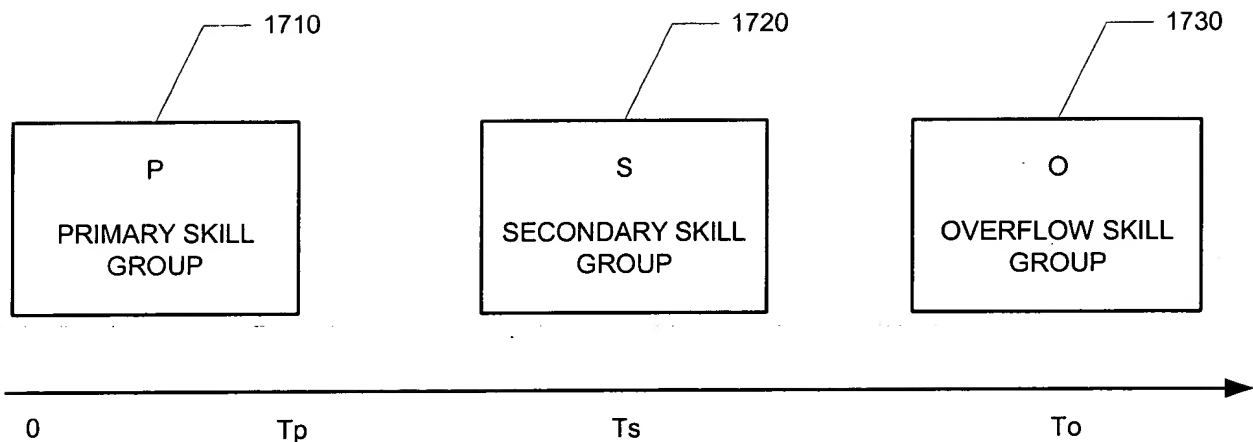


FIGURE 15



$0 < t < T_p$ SELECT NEXT AVAILABLE AGENT IN P

$T_p < t < T_s$ SELECT NEXT AVAILABLE AGENT IN P OR S

$T_s < t < T_o$ SELECT NEXT AVAILABLE AGENT IN P, S OR O

FIGURE 17

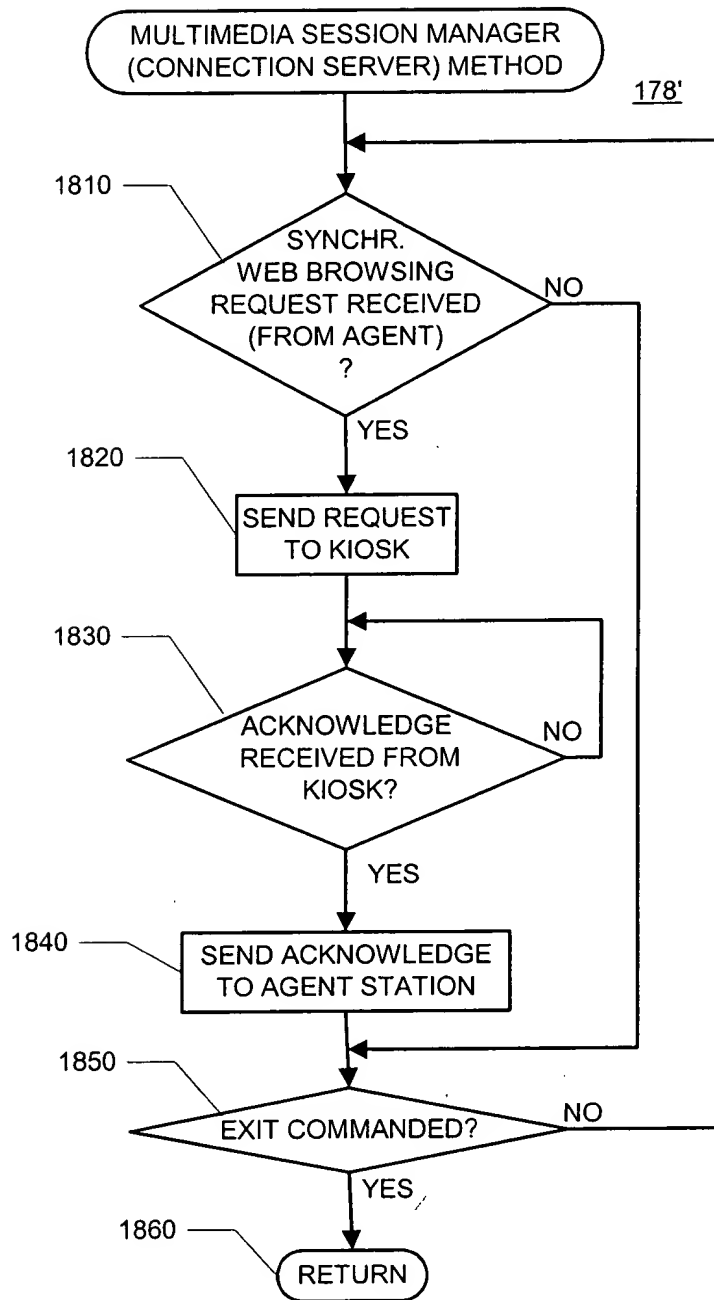


FIGURE 18

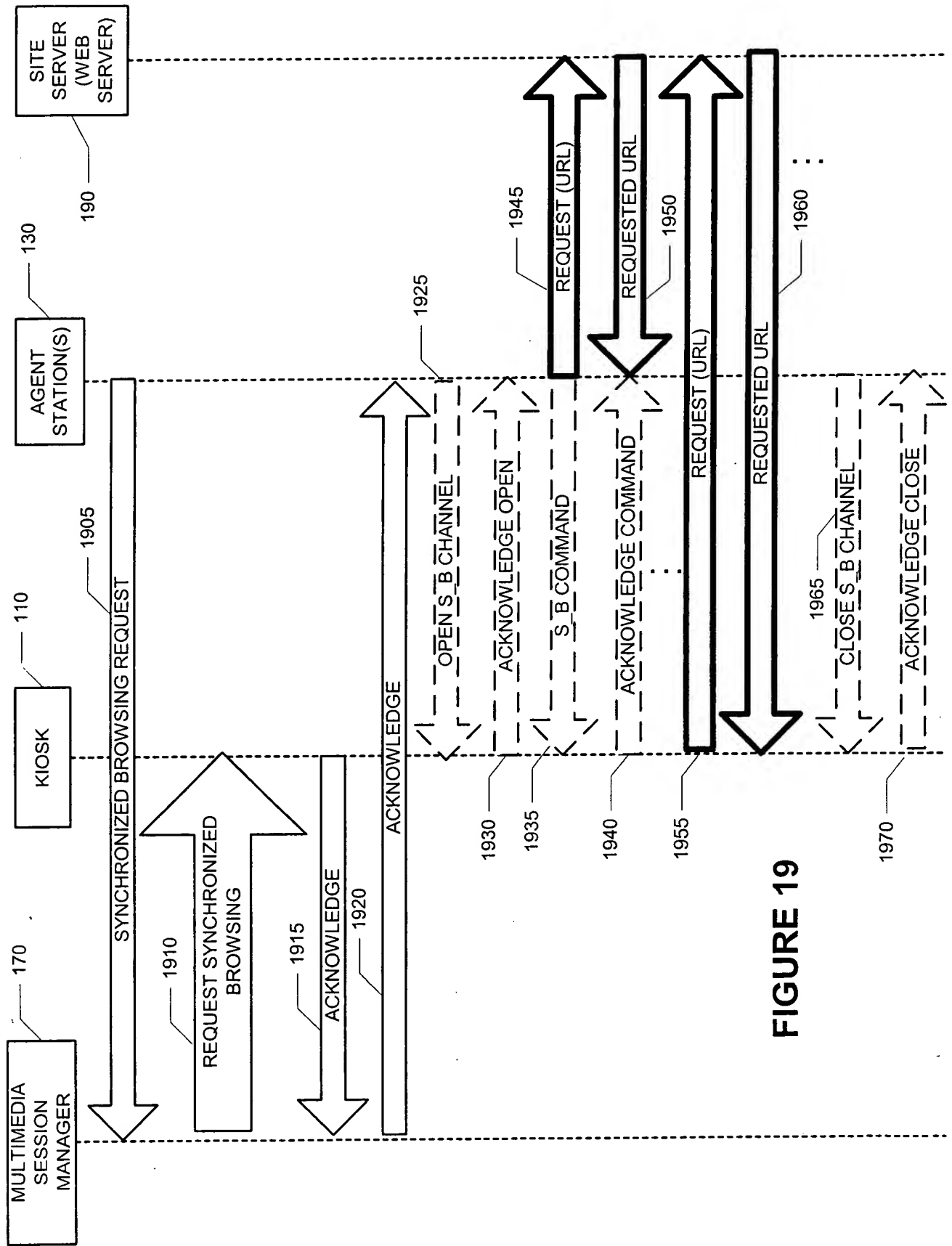


FIGURE 19

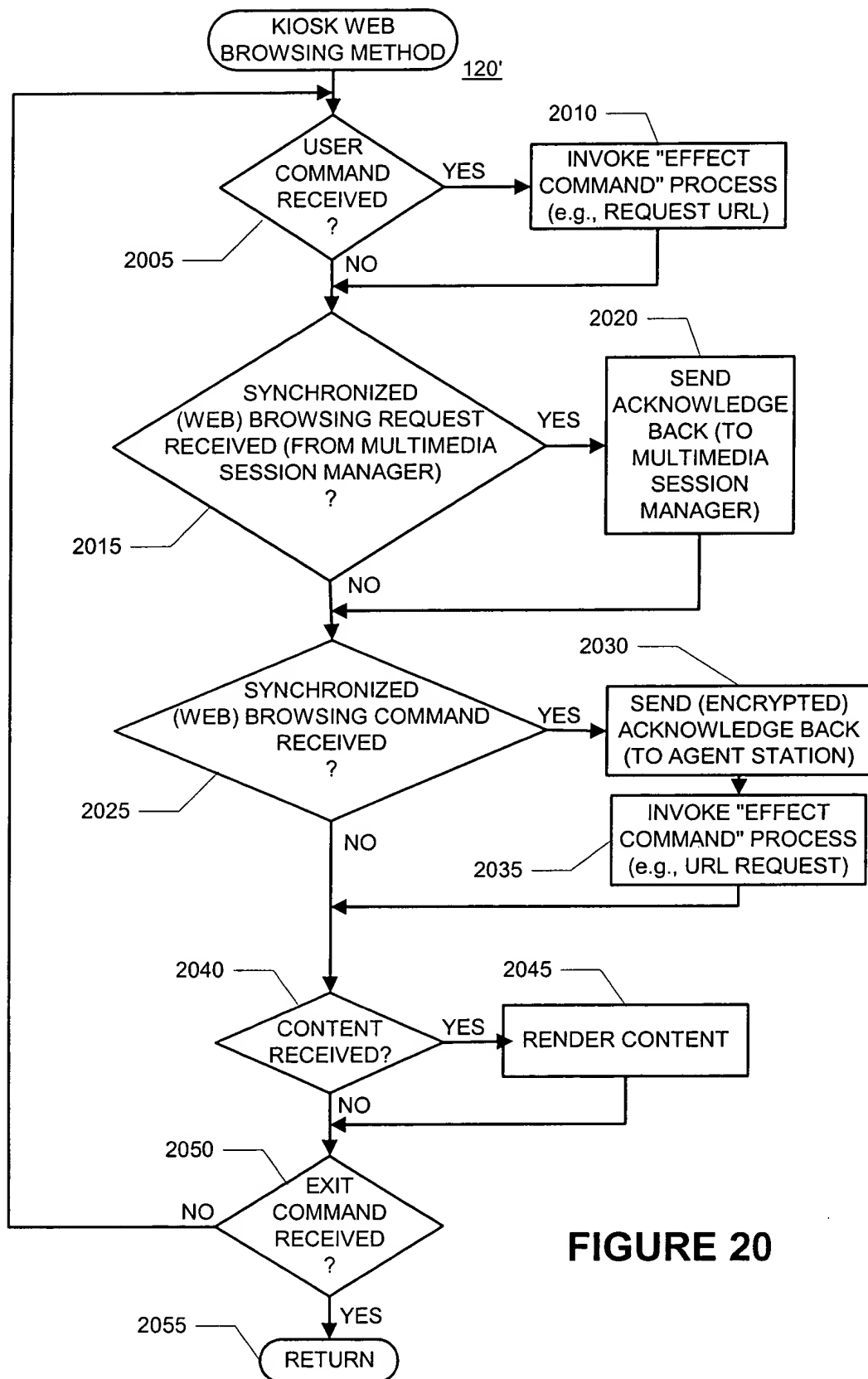
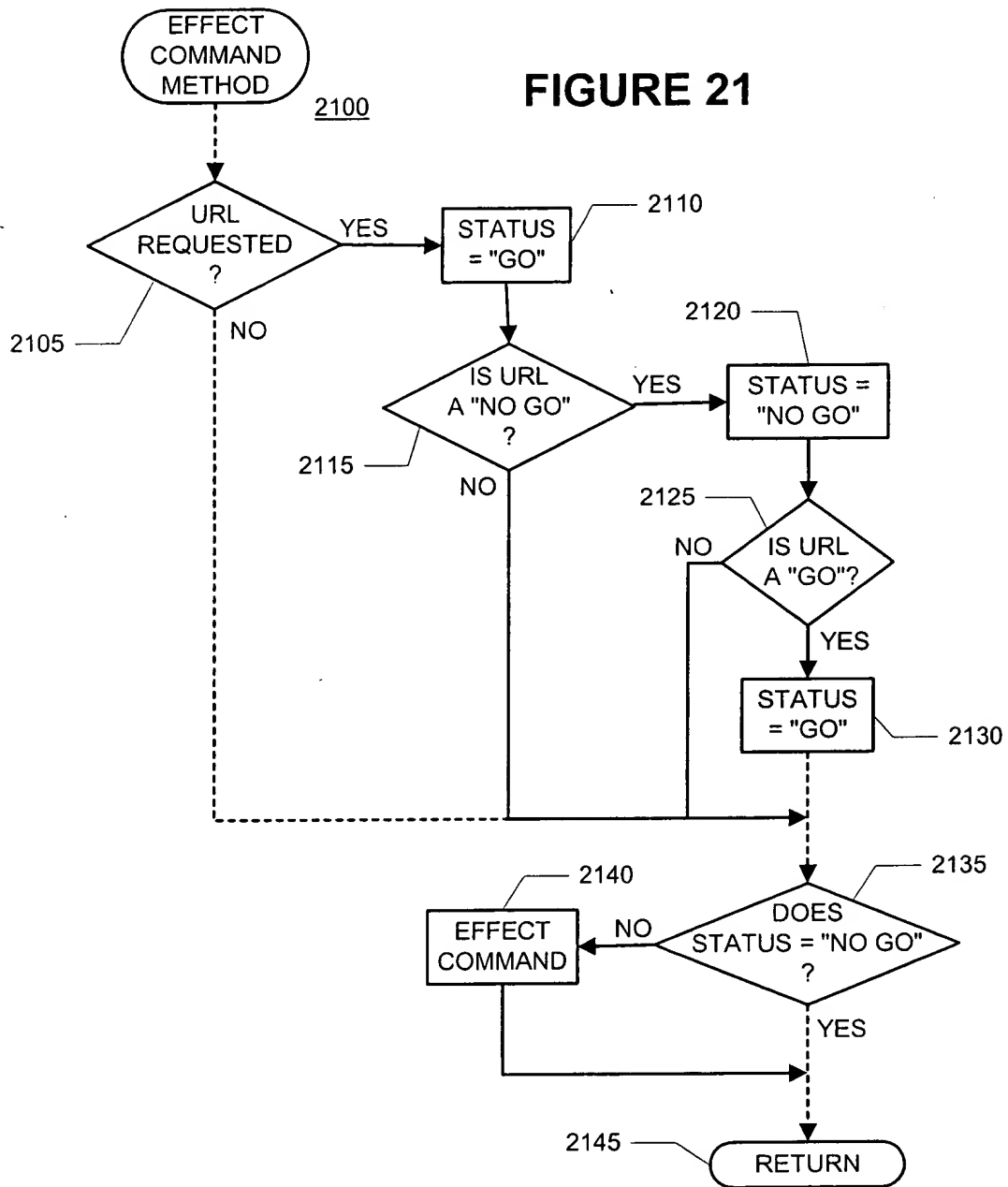


FIGURE 20

FIGURE 21



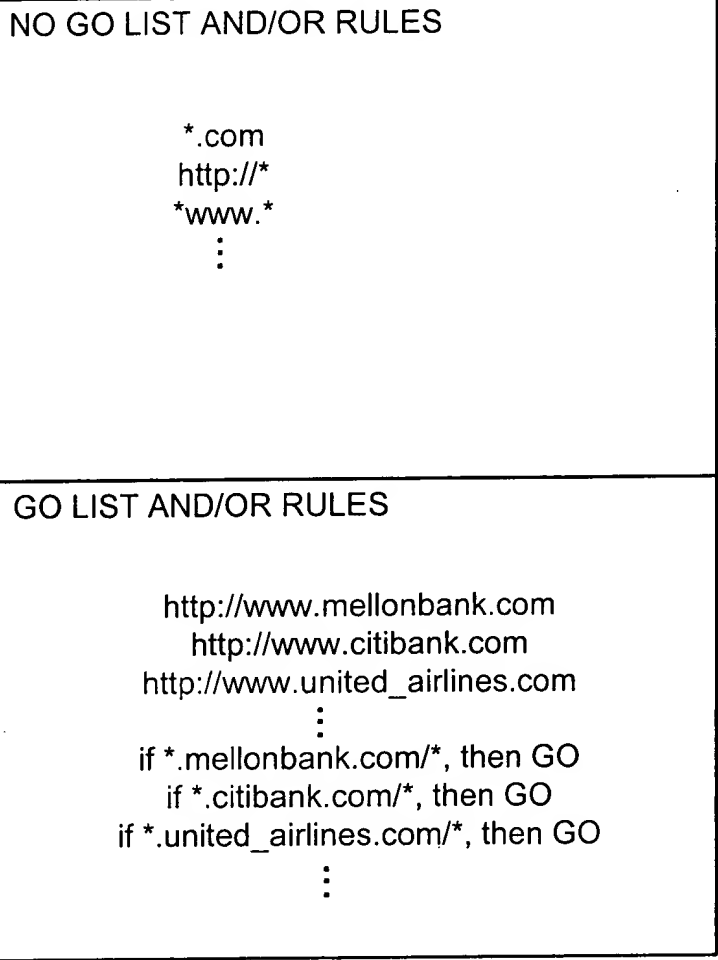
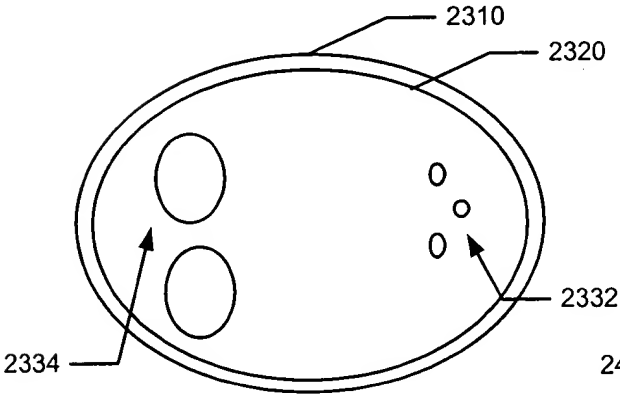


FIGURE 22

128'

GO TO 128'

FIGURE 23



**FIGURE 24
(Prior Art)**

